

January 11, 2022

CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

EXECUTIVE SUMMARY

ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-04-22

The purpose of this notice is to provide county child welfare agencies, probation departments, and Title IV-E Tribes with guidance and instructions on the use of the “Attach” feature in California Automated Response and Engagement System (CARES-Live) Snapshot application.



KIM JOHNSON
DIRECTOR

STATE OF CALIFORNIA—HEALTH AND HUMAN SERVICES AGENCY
DEPARTMENT OF SOCIAL SERVICES
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GAVIN NEWSOM
GOVERNOR

January 11, 2022

ALL COUNTY INFORMATION NOTICE (ACIN) NO. I-04-22

TO: ALL COUNTY WELFARE DIRECTORS
ALL CHIEF PROBATION OFFICERS
ALL TITLE IV-E AGREEMENT TRIBES

SUBJECT: USE OF “ATTACH” FEATURE IN THE CALIFORNIA AUTOMATED
RESPONSE AND ENGAGEMENT SYSTEM (CARES-LIVE)
SNAPSHOT APPLICATION

REFERENCE: [WELFARE AND INSTITUTIONS CODE \(W&IC\) 309, \(W&IC\) 352,
AND 10850\(a\)](#); ALL COUNTY INFORMATION NOTICE [\(ACIN\) I-33-
11](#); MANUAL OF POLICY AND PROCEDURES [\(MPP\) SECTIONS
19-002 AND 19-004.31](#).

The purpose of this notice is to provide county child welfare agencies, probation departments, and Title IV-E Tribes with guidance and instructions on the use of the “Attach” feature in the California Automated Response and Engagement System (CARES-Live) Snapshot application.

BACKGROUND

The Snapshot application provides users the capability to search clients that exist within the Child Welfare Services/Case Management System (CWS/CMS).

Search results provide a quick and concise view of a client’s demographics, known relationships, and child welfare history.

- Demographics include the client’s name, client ID, sex at birth, language(s), date of birth, social security number, race, Hispanic/Latino origin, active phone number, active address, and address type.

- Relationships include, but are not limited to, family members, significant others, caregivers, and others who are identified as related clients in the “Related Clients” tab in CWS/CMS. Collateral Contacts are not included in the list of relationships in a Snapshot search.
- Child welfare history includes the client’s referral and case history. Referral history displayed includes date of referral, the referral number and status, county, the victim child, alleged perpetrator, allegations and conclusion, reporter name, and worker (last staff person). Case history displayed includes case dates, case status, last service component, Case ID, county, focus child, identified parents of the focus child, and worker.

“ATTACH” FEATURE IN SNAPSHOT

The application allows users to quickly identify and view related clients. Related clients are pulled from relationship recorded in CWS/CMS. “Attaching” related clients to the list simply displays a view of all selected clients’ information and child welfare history. “Attaching” in the Snapshot application is not the same as attaching in the CWS/CMS. It is important to note that the lists created by the “Attach” feature in the Snapshot application are temporary, cannot be saved, and do not affect the CWS/CMS source data. Additionally, the “attach” feature is only accessible once a client record has been selected from the search results grid and the client’s Relationships Card is visible.

It is strongly encouraged for county child welfare agencies, probation departments, and Title IV-E Tribes to remind and advise users that social work best practice, family engagement, and due diligence still applies in the use of Snapshot. The user must have a clearly identified and documented business justification to “Attach” and view child welfare history of a client. Consistent with [ACIN I-33-11](#), the access and utilization of confidential client data in CWS/CMS is for child welfare and juvenile probation foster care case management business purposes only. The user is authorized access to the CWS/CMS, CARES-Live, and CWS-CARES and information contained within the system only as strictly necessary for the performance of their job. As with current practice, the business justification to view child welfare history must be documented in the contact notes of the CWS/CMS.

SEALED AND SENSITIVE RECORDS

Snapshot results are a direct reflection of data contained in CWS/CMS. The information displayed in Snapshot is not verified in any way, and so while the application makes connections, it is still incumbent on the user to verify the validity of those connections before relying on any information displayed. Users are granted the same access and

privileges in Snapshot that they currently have in the CWS/CMS. If a user has access to sealed and/or sensitive records in the CWS/CMS, they will have access to the same sealed and/or sensitive records in Snapshot. However, failure to timely mark records as sealed or sensitive within the CWS/CMS may result in unauthorized access to those records within Snapshot.

PROTECTING PERSONALLY IDENTIFIABLE INFORMATION

The Snapshot application allows for users to copy and print the results of their search and any “Attached” related clients’ child welfare history. Counties are advised to appropriately dispose of this Personally Identifiable Information (PII) and confidential information in a manner that prevents disclosure. As with all PII, printed information from the Snapshot application is to be stored in locked spaces. When no longer needed, the PII and confidential information must be destroyed through confidential means, such as crosscut shredding or pulverizing.

CONTACT INFORMATION

If you have any questions or need additional guidance regarding the information in this notice, please contact the CWSB Program Policy Unit at CWDSPolicy@dss.ca.gov.

Sincerely,

Original Document Signed By:

JESSICA ROUGEUX, Chief
Child Welfare System Branch